

**AIRPORT ADVISORY BOARD  
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September 1, 2016**

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Approval of Minutes August 4, 2016 <u>Corrections:</u> Others Present: Steve Boylan, Steve Merlan Motion: Page 1 – Motion made by Mr. Aetøn, Motion made by Mr. Troy Padilla Page 2: Approval of Minutes: 2 <sup>nd</sup> sentence - .....are a part of the taxiway of golf Public Comments: Page 10 – Name Correction: Mr. Boylan, Mr. Merlan	<i>Mr. Ortega moved to approve the minutes of August 4, 2016 as amended, second by Ms. Ortiz, motion carried by unanimous voice vote.</i>	Page 3
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Adjournment	<i>There being no further business to come before the Airport Advisory Board, Mr. Hancock moved to adjourn at 5:25 pm, second by Mr. Ortega, motion carried by unanimous voice vote.</i>	Page 9
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**AIRPORT ADVISORY BOARD MEETING  
SANTA FE MUNICIPAL AIRPORT  
121 AVIATION DRIVE, BUILDING 3002b**

**SEPTEMBER 1, 2016 – 4:00 pm – 5:25 pm  
MINUTES**

**1. CALL TO ORDER**

**The Chair, Stephen Ross, called the Airport Advisory Board meeting to order at 4:00 pm. Roll call reflects a quorum.**

**2. ROLL CALL**

**MEMBERS PRESENT**

Stephen Ross, Chair  
Chris Ortega, Vice Chair  
Eleanor Ortiz  
Bud Hamilton  
Mike Szczepanski

**MEMBERS ABSENT**

Simon Brackley  
Troy Padilla

**STAFF PRESENT**

Cameron Humphres, Airport Manager  
Becky Casper, Airport Administration  
Mark Baca, Airport Staff

**OTHERS PRESENT**

Bobbie Ferrell, US Senator Tom Udall's Office  
Zoe Wilson Meyer, US Senator Tom Udall's Office  
Kristy Stephens, Enterprise Holdings  
James Brogan, Enterprise Holdings  
Steve Boylan, Aviation Association  
Gary Dawson  
Bruce Krasnow, Santa Fe New Mexican  
Frances Lucero for Elizabeth Martin, Stenographer

**3. APPROVAL OF AGENDA**

No changes from Staff/Board.

*Mr. Ortega moved to approve the agenda as presented, second by Mr. Hamilton, motion carried by unanimous voice vote.*

**4. APPROVAL OF MINUTES**  
**August 4, 2016**

**Corrections:**

**Others Present:** Steve ~~Boylan~~, Steve Merlan

**Motion:** Page 1 – Motion made by Mr. ~~Aetøn~~, Motion made by Mr. Troy Padilla

**Page 2:** Approval of Minutes: 2<sup>nd</sup> sentence - .....are a part of the *taxiway of golf*

**Public Comments:** Page 10 – Name Correction: Mr. ~~Boylan~~, Mr. Merlan

*Mr. Ortega moved to approve the minutes of August 4, 2016 as amended, second by Ms. Ortiz, motion carried by unanimous voice vote.*

**5. OLD BUSINESS**

**A) Architectural/Engineering Consultant Selection – Airport Manager Report**

The Selection Committee went through a lengthy process and 4 submittals were selected. Mr. Humphres noted that there were both local and regional companies who submitted their proposals. KASA was the organization selected, contract has been negotiated and it will go before Finance Committee, Public Works and City Council for final approval. Molzen Corbin Engineering worked with the SF Airport for twenty-six years, however the selection committee scored the proposals based on FAA regulations needs and KASA was selected. KASA is primarily an airport engineering service, their main office is in San Angelo, Texas and they have worked with New Mexico Airports including the Albuquerque Sunport. They do plan to open a satellite office in Albuquerque in order to be closer to the Santa Fe Airport. We have many construction projects going in to design in the next year and KASA is doing a great job in working with us.

What is the time line for satellite office? Mr. Cameron noted that they already have a physical office in Albuquerque and hope to be staffed within the next 60-days.

**B) Air Service Development Update – Airport Manager**

Mr. Humphres informed the board members that the FAA Community Service Air Grant was received on 8/31/16. A total of 8 communities were selected throughout the US, and Santa Fe received \$500,000. We now have the agreement in hand and it will go through the City Council for final approval and acceptance. Mr. Humphres noted that he is working with Board Member, Simon Brackley and a group of private and public partners who are coming together to work on Northern NM Alliance to promote air service in to Santa Fe. The group is working diligently to come up with the match for the FAA Grant. Simon Brackley has brought the Northern NM Alliance under the auspices of the Opportunity Fund of the Chamber. The group is working on an agreement with the Santa Fe Chamber and the City of Santa Fe to establish a working relationship as a matching opportunity. Staff continues to meet with the Northern New Mexico Alliance and shared with the committee a flyer and sponsorship pledge sheet that is being distributed and asked the board members to share this information or to make direct referrals to Mr. Brackley or to Mr. Humphres. *(Forms will be sent to the committee electronically).*

Mr. Humphres noted that they are still moving full steam ahead in working with the Airlines and he feels confident that they will come to a resolution.

Status on Fund Raising: “We are at about \$150,000 in commitments and hope to get to \$300,000 this year. We have tourism Santa Fe, Santa Fe County, Taos Ski Valley and Angel Fire as firm commitments and a number of pending commitments. We feel confident moving forward that we will meet our goal of \$300,000 for this year.” Mr. Humphres did note that the grants they have right now, \$500,000 from the Federal Government and the \$200,000 from the State DOT are both 50-50 matches. “We would like to get to the \$700,000 number but realistically any kind of any agreement we would work out with the airline would be over a 2-year period.”

The Chair asked if there is a list of names of those who have committed? Mr. Humphres will forward a list to the members once he has permission to release their names. The Chair said that the amount needed is \$700,000 in order to benefit from the full amount of the grants. Mr. Humphres said; “we need this to be a long-term strategy, we need to be marketing in our direct connect cities and cities that we want to connect with in the future.” The most successful cities that have these alliances have significant budgets, \$500,000 to \$1 million for marketing. The focus of the New Mexico Air Alliance has to focus on making the tourist and business connections.

NMDOT Grant and FAA, do they have a deadline for the match? The agreement says we have to give an update on the progress by April of next year. They say that within 2-years after it is executed, if you don’t report they can pull it back. The other aspect is that you must have a marketing plan in place when you sign and you have to send it to NMDOT and show the marketing plan within 6-months. They want to see you expending the funds within 2 years, if you are meeting your milestones.

## **6. NEW BUSINESS**

### **A) Airport Traffic Data – Becky Casper**

Report is broken down by the airlines.

This is the second reiteration, we are providing more of a historical view. We broke it down by Airlines, took it year-to-date current and 2015 to date. 2015 to-date-data runs to July 30, 2016 and airlines are normally one month behind in reporting. This report will run from January 1, 2015 to July 31, 2015 and the same for the 2016 dates. Report will reflect a 7-month span.

Do we understand the decline from United? Mr. Humphres noted that American Airlines had flights going to LA that have been dropped, United had more frequent flights during that time period. If you look at United 370 flights year-to-date vs. 288 year-to-date, they had flights in the early part of the year and then they dropped. That is not unusual for airlines to do, our slowest months are January, February and March and then they start picking up in the summer. United is going to double the amount of flights starting in October, 2016 and you will see a make-up on flights.

There was a question on the enplanement and deplanement statistics for American Airlines; it looks like 2,000 more people arrived than left. Mr. Humphres noted that in many cases a passenger may fly in to Santa Fe but take a return flight from a different destination or do a return by rental car. There is also large numbers in military deployments coming in and the numbers change. The numbers presented today are reasonable, non-audited numbers. Once NMDOT concludes the audit they are the official numbers. Where do the numbers come from? Every time a flight is made they know how many passengers are on that flight called the passenger manifest. The passenger manifest itself is a critical piece of information for the airlines. They are required by law to maintain a passenger manifest for each flight and they use it to get information back to each station. Some go as far as to ask for a breakdown of a revenue passenger and a non-revenue passenger. Non-revenue passengers could be retired airline employees or airline employees flying stand-by.

Ms. Ortiz extended a compliment for the work Mr. Humphres did in the recent situation where the winds were non-cooperative and decisions had to be made on how to proceed with an American Airlines landing. He made himself available during questionable time. Mr. Humphres explained the inter-communications between the tower and the pilots when dealing with the winds. In this particular case the tower had closed, they plane had approached the airfield, the wind data itself was missing, and FAA requires they have wind data to land. They could not land; they took the passengers all the way back to Dallas. The answer we received for this decision was due to American Airlines having its hub in Dallas they felt it best to have the plane there for next day business. Santa Fe is not the only airport where this occurs; we are not the only tower that closes in New Mexico. FAA notes that it is better to not report any wind than to report the wrong statistics. Talking with the National Weather Service, we are not the only airport where this happens. I did ask the National Weather Service what we could do differently. They have updated all these National Weather Services Nationwide with a new algorithm for the wind data that says if it doesn't like the wind it doesn't meet certain criteria it doesn't report it and it rejects it. It is better to not report any wind than to report inaccurately. I have had lengthy discussions with the FAA and the National Weather Service about another way to put it back in the system and the answer is yes but there is a caveat. The back up system is really a system for the tower controllers but it doesn't have the ability to take over on the automated system when the tower closes. This is a problem that could happen at any airport, not unique for just Santa Fe.

Question; do we have a contractor that runs our tower? Mr. Humphres noted that he does not know how many nationwide airports have contractors but he does know that there are a lot, it is called the Contract Tower Program and some of the airports in that program are airports like Santa Fe who yield to Contract Towers based on cost. The Controllers themselves have probably worked for the FAA and are just as highly trained and skilled employees; instead of being in the federal system they are private contractors. It is part of the way the FAA wanted to do a good job but be cost effective. The contract tower is providing great services; the Airport Manager, which is required by FAA, gives them a written evaluation every year. The equipment is owned and operated by the FAA or National Weather Assoc..

Are we the only capital city that doesn't have an FAA owned tower?

Mr. Humphres said no, we are not the only city that does not have an FAA owned tower. Mr. Humphres noted that the Airport Tower Chief, Bob Wood does a very good job and is in contact with him on a weekly basis. The Airport Manager offered to provide the board with a list of contract towers.

Mr. Szczepanski agreed, Ground Towers can be confusing, you hear all day calls for the tower for ground statistics. It is a hit or miss if they are open or not, they get busy and some call for clearance and you have them going back and forth, it consumes a lot of time. I know that Robinson, who operates our tower, runs about 97 other towers; non-federal control towers are our program. There is no differentiation if you are talking to a contract Tower or an FAA Tower. It is seamless and operates exactly the same.

Ms. Ortiz was very pleased how Mr. Humphres explained this situation in the local newspaper and expressed her congratulations for a job well done. The Chair invited Eleanor Ortiz to coordinate a tour of the tower.

Mr. Szczepanski: At last months meeting they spoke about the perception of unreliability and asked if there was a way to identify these single point failures. Suggestion was to have someone take a class possibly every 6 months to be the training weather observer. This could also be bad weather, lighting, safety issues, etc., that the weather observer could assist with.

Kathy O'Dell: Envoy Air

In the past, American Eagle had a program in our computer for Envoy Air coming in late at night where they could give them information. The night this happened, we tried to talk to them and they stated that the information they were getting was not correct. We did try that; it was the operating carrier that decided to turn back. Ms. O'Dell also asked why they did not land in Albuquerque, but she has not received an answer.

Mr. Humphres noted that in Rapid City they tried to train weather observers, and there were issues, the training was quite lengthy and the updating of that certificate was quite expensive. There was also issues of liability and whether or not the airline would accept a weather observer. In Rapid City we were fortunate to have an Air Force Base that was located in a 10-mile radius that could provide weather data and he is still looking for a back up plan for Santa Fe. There could be other situations that happen but it does not compromise the safety of the airport, the airport is safe. We certainly will work hard on a plan B. What I have observed is we don't have an emergency generator in the terminal to power TSA screening equipment, computers for the airlines; and we have had small power outages not long enough to affect operations, but if we did it would be difficult. We do have an emergency generator in the Tower. As we move forward and we look at capital improvements we need to build in those back ups.

The Chair asked when they would see the audited numbers. Mr. Humphres said that they are on line through Bureau of Transportation Statistics (BTS.gov) and they have audited numbers through May. Mr. Humphres said that he would make those numbers available to the Airport Board members

**B) Landscaping and Road Maintenance – Airport Manager**

Mr. Humphres had asked the Airport Board to reach out to City Councilors and thank you to Mr. Szczepanski who reached out to the City Council to champion the landscaping at the airport. We had stated that we needed some landscaping and care with the weeds in the medians. Mr. Szczepanski sent an e-mail to all of the City Councilors and the Parks Director came out to review. The Parks crew cut the weeds off the median and said they would work on a master plan to start working more at the airport. Mr. Humphres noted that the Board Members, appointed by the Mayor, have a voice when championing an idea or project for the airport. Mr. Humphres expressed his thanks to Mr. Szczepanski.

Mr. Szczepanski also mentioned that if there was anything they could do to incentivize the connection through Jaguar to let the Board know as some councilors are responding and others have not commented.

**7. PUBLIC COMMENT**

None

**8. BOARD AND/OR STAFF COMMENTS AND/OR REQUEST FOR FUTURE AGENDA ITEMS**

Mike Szczepanski: Flew out of Santa Fe on United to Seattle. Observances:

- Signage at the airport, duct tape on the sign, use to say no restrooms now says Restrooms. (This is a TSA sign that needs to be replaced)
- Outside area nice, beautiful weather but baron, need money to put some furniture.
- Staff: The current concessionaire is on holdover and are on a 30-day rotation. We will issue a Request for Proposals; they don't want to invest money to go to the other side of security.  
Mr. Humphres has asked that they consider providing vending machines on the other side of security.
- Lighting looks like it is falling out of the ceiling:  
Mr. Humphres stated that any changes to the building have to go through the Historical Preservation Board and there are issues that need to be addressed.
- You cannot hear the PA system in the waiting area.  
Mr. Humphres stated that the budget for updating the terminal was extremely limited; there were issues where they could not expand due to lack of money and Historical Preservation regulations. The area Mike was sitting in is Gate 2 and American will be using that area and we are installing a speaker. That will be a physical departure gate. Signs need to be run that the Historic Preservation Board.

Chris Ortega:

- Several months ago when the historical designation came and went and there was discussion if it would become part of the Historic Register, and that answer was no. We were told that anything that pertained to the renovation of the terminal, that function was first and we should ask about the lighting.
  - Mr. Humphres said that Historic Preservation would not allow to put more lights because it couldn't match the chandeliers that are in there. The idea

was to put lights down below and wash the ceiling, it is not the same temperature, warmth of light and the could not be tilted enough to do the wash. I agree this building has to function as an airport and our design goal has to be functional. We can still maintain the charm of the terminal but it needs to work. The way this expansion was funded, it came through state legislation, there were timelines that needed to be met, and at one time we only had a 50-passenger area. It was a limited stopgap measure to get bathrooms on the other side and a waiting area, it did not solve all the issues. Long term, we will identify and address all of these issues.

- Mr. Ortega noted that now that we have received the Federal Grant we should focus on the items that we are reporting to the Manager to get these things corrected. We also need to have the Historic Preservation Board be involved to keep any and all changes active and cohesively agreed upon.

Mr. Szczepanski asked if anyone is complaining about noise. We may get 1 or 2 complaints a month and normally they evolve by events held here at the airport.

Mr. Humphres said that he totally agrees that the Airport has to be functional. KASA has partnered with local agencies and have a good working relationship with the Historic Preservation Board, there was not a lot of resident knowledge and how to fit it in to the Historic Preservation requirements and now we will have an advancement of knowledge moving forward with KASA.

Mr. Szczepanski asked if there is any thought about abandoning the existing terminal and using the new terminal?

Mr. Humphres noted that the Draft Master Plan will go hand-in-hand, no discussion on moving away from the old terminal building. The early planning process of the new terminal will include discussion on the incorporation or abandonment of the old terminal. If we did vacate the existing terminal we would repurpose the use of the old terminal. Mr. Humphres noted that the issue with this building is the depth so that essentially the distance from the front door and the gate area is too narrow. There needs to be some level of depth for those checking in and in clearing through security.

The question was asked if we have ever developed a good customer database? Mr. Humphres stated that we need the data and we are moving in that direction. Before Mr. Humphres joined the Airport, they hired SIXEL, Air Service Consultants who did a true market study – we used that data 1) to build our status grant application, 2) we used that data to go to the airlines to bring more business to Santa Fe, the other component is customer satisfaction. SIXEL is also doing a demographic study, which is an important piece for this survey, and doing statistics at the Sunport as well as for our airport. We can also do the old-fashioned comment cards. We need to develop a better website, we need to be branded, we need to have a good FB and Twitter, social media is important. Feedback is important and we hope to have SIXEL data before the end of the year.

Mr. Ortega asked about the Expansion Positions: Mr. Humphres answered that his agreement with the Governing Board when hired was that positions would not be added until the Airport had the revenue. Becky completed an audit of American and United Airlines clear back 2-years and



issued invoices to our Airline partners. American just remitted over \$600,000 dollars and United is forthcoming. We are looking at some additional revenue streams.

Mr. Humphres advised the Board that Becky Casper applied for a position within the city, position was offered and she accepted and will be leaving in the next 2-3 weeks. Ms. Casper should be recognized and complimented as she acted as the Airport Manager prior to the Airport Manager being hired and she has been an exceptional and valued individual here at the Airport. We probably will be adding positions in the next few weeks or months.

Does training include the personal interface factor with the paying customer?

Mr. Humphries stated that this was a great question, there are challenges, TSA employees and Airline/Car Rental employees do not report to the Airport Manager. Their employers should institute the training. As the Airport Manager, we make the issuance of our security badge and a run through of our customer service program as a foundation. I would like to implement and expand monthly meetings not only with the Managers but with employees who would like to talk to us so we can improve our Customer Service. "Pat on the Back" complimentary ideas were discussed and Mr. Humphres is definitely alert and supportive of customer service. The Airport Manager attends airline meetings as well.

American Airlines: Airport employees are overworked, and I am trying to address that – my two leads are that they will not be working extensive hours, hopes are to get the manpower added, Santa Fe is a difficult time to hire part time employees, and Santa Fe is an expensive place to live. Kudos for Cameron Humphres and Becky Casper on the work that they do.

Mr. Humphres asked the Board if they have not completed an Ethics package, please complete and return.

Invitation extended to a meeting at City Hall on Friday at 10:00 am to an announcement of Good News.

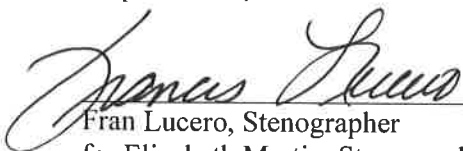
9. **NEXT MEETING: October 6, 2016**

10. **ADJOURN**

*There being no further business to come before the Airport Advisory Board, Mr. Hancock moved to adjourn at 5:25 pm, second by Mr. Ortega, motion carried by unanimous voice vote.*

11. **Signature Page**

\_\_\_\_\_  
Stephen Ross, Chair

  
\_\_\_\_\_  
Fran Lucero, Stenographer

for Elizabeth Martin, Stenographer